AUTOMATED GUIDED VEHICLES
RAYMOND COURIER™
For 95+ years, The Raymond Corporation has built a reputation based on top-notch quality, reliability, and exceptional customer service.

We design and build the best lift trucks in the business. We provide technologies, systems, and solutions that bring day-to-day warehouse and distribution operations to a new level of performance. And we support customers with a network of skilled service centers and technicians unmatched in the industry.

From our eco-efficient trucks and telematics to our warehouse optimization and flexible financing, Raymond’s big-picture approach and precisely targeted solutions are designed to adapt and grow with your business.

Our innovations in energy savings, space utilization, ergonomics, manufacturing quality, and fleet optimization—combined with our best-in-class products and services—work together to increase efficiency and lower costs throughout your material handling operations.

Raymond stands ready to help you run better and manage smarter—end to end.
AUTOMATING A SOLUTION FOR TODAY’S LABOR CHALLENGES

From skilled to reliable, permanent or seasonal, labor is becoming increasingly hard to find and difficult to afford. Automation is becoming an inevitable and invaluable option for warehousing, manufacturing, and distribution operations. Machine power is augmenting manpower in an effort to keep goods moving, keep workers happy, and keep costs down.

Automated Guided Vehicles (AGVs) like the Raymond® Courier offer a cost-effective solution for today’s labor challenges by efficiently and reliably performing a variety of repetitive transportation and pallet handling tasks.

MORE ENGAGED & PRODUCTIVE EMPLOYEES

By freeing operators from repetitive, low-value tasks, Raymond Couriers can create a more rewarding work environment, raising engagement and lowering turnover.

+ Share responsibilities between man and machine to enhance productivity and overcome specific business challenges.
+ Transform skill sets by focusing on advanced knowledge tasks.
+ Empower employees by allowing them to manage the equipment now performing the manual tasks they once did.
+ Reduce physical fatigue by relieving operators of long-haul applications.

While labor costs continue to rise, automation is becoming increasingly simple, accessible, and affordable.

RAYMOND AUTOMATED GUIDED VEHICLES

Optimize your allocation of resources with a series of Raymond Courier™ trucks that offer a range of automated capabilities and efficiencies.

COURIER 3020 AUTOMATED TOW TRACTOR with optional Low Clearance Arch
COURIER 3010 AUTOMATED CENTER RIDER
COURIER 3030 AUTOMATED TOW TRACTOR
COURIER 3030 AUTOMATED STACKER

With labor accounting for 74% of a lift truck’s operating costs, automated solutions like the Raymond Courier offer dramatic cost savings opportunities, fast payback, and a low total cost of ownership.

TECHNOLOGY COSTS
LABOR COSTS

RAYMOND AUTOMATED GUIDED VEHICLES

Optimize your allocation of resources with a series of Raymond Courier™ trucks that offer a range of automated capabilities and efficiencies.

COURIER 3020 AUTOMATED TOW TRACTOR with optional Low Clearance Arch
COURIER 3010 AUTOMATED CENTER RIDER
COURIER 3030 AUTOMATED TOW TRACTOR
COURIER 3030 AUTOMATED STACKER

With labor accounting for 74% of a lift truck’s operating costs, automated solutions like the Raymond Courier offer dramatic cost savings opportunities, fast payback, and a low total cost of ownership.
RAYMOND COURIER—FLEXIBILITY, SIMPLICITY, AND A FAST RETURN ON INVESTMENT

No matter where you are in the process of adopting automation, the Raymond Courier offers an easy-to-implement, vision-guided solution requiring no changes to your facility or interruption to your workflow.

Operational from day one and easily programmed and reprogrammed internally for exceptional flexibility and scalability, Raymond Courier delivers fast payback and low total cost of ownership.

LOWER TOTAL COST OF OWNERSHIP—HOW IT ALL ADDS UP

- Reduces labor costs and employee turnover by automating repetitive applications and freeing up workers to focus on more value-added tasks.
- Maximizes resources and productivity with one operator simultaneously controlling multiple trucks.
- Ensures complete flexibility and scalability with operators able to change routes on the fly and redeploy trucks to meet your changing needs.
- Minimizes maintenance and maximizes time on the floor with the most durable and reliable truck platform on the market.

LEARN THE ROPES. REAP THE REWARDS.

Raymond makes it easy to integrate Raymond Courier trucks into your operation, giving you the long-term tools to work efficiently, productively, and autonomously.

- Raymond: delivers your trucks & provides ongoing service and support, programs your routes, trains operators how to program and reprogram your trucks

**2 YEARS INDUSTRY-LEADING ROI**

LEARNING: Raymond makes it easy to integrate Raymond Courier trucks into your operation, giving you the long-term tools to work efficiently, productively, and autonomously. Raymond:

- delivers your trucks & provides ongoing service and support
- programs your routes
- trains operators how to program and reprogram your trucks

**REDUCE LABOR COSTS AND EMPLOYEE TURNOVER**

- by automating
- repetitive applications
- and freeing up
- workers to focus on
- more value-added tasks.

**MAXIMIZE RESOURCES AND PRODUCTIVITY**

- with one operator
- simultaneously
- controlling multiple
- trucks.

**ENSURE COMPLETE FLEXIBILITY AND SCALABILITY**

- with operators able
- to change routes on
- the fly and redeploy
- trucks to meet your
- changing needs.

**MINIMIZE MAINTENANCE AND MAXIMIZE TIME ON THE FLOOR**

- with the most
- durable and reliable
- truck platform on
- the market.

**RAYMOND COURIER—FLEXIBILITY, SIMPLICITY, AND A FAST RETURN ON INVESTMENT**

No matter where you are in the process of adopting automation, the Raymond Courier offers an easy-to-implement, vision-guided solution requiring no changes to your facility or interruption to your workflow.

Operational from day one and easily programmed and reprogrammed internally for exceptional flexibility and scalability, Raymond Courier delivers fast payback and low total cost of ownership.

- easy implementation
- with no infrastructure change or business interruptions
- superior flexibility and productivity
- with manual or autonomous operation, and one employee able to manage multiple trucks
- simple to use
- with an intuitive operator interface that allows for quick, easy route teaching and truck dispatching
- ongoing scalability
- with routes that can be quickly transferred between trucks for quick redeployment to different facilities, locations, shifts or applications

**REDUCE LABOR COSTS AND EMPLOYEE TURNOVER**

- by automating repetitive applications and freeing up workers to focus on more value-added tasks.

**MAXIMIZE RESOURCES AND PRODUCTIVITY**

- with one operator simultaneously controlling multiple trucks.

**ENSURE COMPLETE FLEXIBILITY AND SCALABILITY**

- with operators able to change routes on the fly and redeploy trucks to meet your changing needs.

**MINIMIZE MAINTENANCE AND MAXIMIZE TIME ON THE FLOOR**

- with the most durable and reliable truck platform on the market.

**RAYMOND COURIER—FLEXIBILITY, SIMPLICITY, AND A FAST RETURN ON INVESTMENT**

No matter where you are in the process of adopting automation, the Raymond Courier offers an easy-to-implement, vision-guided solution requiring no changes to your facility or interruption to your workflow.

Operational from day one and easily programmed and reprogrammed internally for exceptional flexibility and scalability, Raymond Courier delivers fast payback and low total cost of ownership.

- easy implementation
- with no infrastructure change or business interruptions
- superior flexibility and productivity
- with manual or autonomous operation, and one employee able to manage multiple trucks
- simple to use
- with an intuitive operator interface that allows for quick, easy route teaching and truck dispatching
- ongoing scalability
- with routes that can be quickly transferred between trucks for quick redeployment to different facilities, locations, shifts or applications

**REDUCE LABOR COSTS AND EMPLOYEE TURNOVER**

- by automating repetitive applications and freeing up workers to focus on more value-added tasks.

**MAXIMIZE RESOURCES AND PRODUCTIVITY**

- with one operator simultaneously controlling multiple trucks.

**ENSURE COMPLETE FLEXIBILITY AND SCALABILITY**

- with operators able to change routes on the fly and redeploy trucks to meet your changing needs.

**MINIMIZE MAINTENANCE AND MAXIMIZE TIME ON THE FLOOR**

- with the most durable and reliable truck platform on the market.

**RAYMOND COURIER—FLEXIBILITY, SIMPLICITY, AND A FAST RETURN ON INVESTMENT**

No matter where you are in the process of adopting automation, the Raymond Courier offers an easy-to-implement, vision-guided solution requiring no changes to your facility or interruption to your workflow.

Operational from day one and easily programmed and reprogrammed internally for exceptional flexibility and scalability, Raymond Courier delivers fast payback and low total cost of ownership.

- easy implementation
- with no infrastructure change or business interruptions
- superior flexibility and productivity
- with manual or autonomous operation, and one employee able to manage multiple trucks
- simple to use
- with an intuitive operator interface that allows for quick, easy route teaching and truck dispatching
- ongoing scalability
- with routes that can be quickly transferred between trucks for quick redeployment to different facilities, locations, shifts or applications

**REDUCE LABOR COSTS AND EMPLOYEE TURNOVER**

- by automating repetitive applications and freeing up workers to focus on more value-added tasks.

**MAXIMIZE RESOURCES AND PRODUCTIVITY**

- with one operator simultaneously controlling multiple trucks.

**ENSURE COMPLETE FLEXIBILITY AND SCALABILITY**

- with operators able to change routes on the fly and redeploy trucks to meet your changing needs.

**MINIMIZE MAINTENANCE AND MAXIMIZE TIME ON THE FLOOR**

- with the most durable and reliable truck platform on the market.
A CASE FOR THE RAYMOND COURIER

Sample Application*: Finished goods from manufacturing into short- and long-term storage.

By enhancing efficiency and reliability, and allowing you to redeploy personnel to optimize productivity, Raymond Courier trucks offer an immediate impact on your bottom line and a fast payback—in this case, under 18 months.

PURCHASING, PRODUCTIVITY VS. THE COST OF DOING NOTHING

LABOR

<table>
<thead>
<tr>
<th>Fully Burdened Annual Wage</th>
<th>$63,591 per Full Time Employee (FTE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTEs per Shift</td>
<td>3</td>
</tr>
<tr>
<td>Number of Shifts</td>
<td>2</td>
</tr>
</tbody>
</table>

VARIABLES

| Absentee Replacement Operator (ARO) % | 5% per year |
| New Employee Startup Cost            | 8% per year |
| Annual MH Employee Turnover %        | 30%         |

FINANCIALS

<table>
<thead>
<tr>
<th>3 year</th>
<th>4 year</th>
<th>5 year</th>
</tr>
</thead>
<tbody>
<tr>
<td>IRR</td>
<td>57%</td>
<td>58%</td>
</tr>
<tr>
<td>NPV</td>
<td>$347,973</td>
<td>$590,564</td>
</tr>
<tr>
<td>ROI</td>
<td>108%</td>
<td>181%</td>
</tr>
</tbody>
</table>

NET CUMULATIVE SAVINGS ▶ $573,834 $964,513 $1,366,523

PAyBACK

<table>
<thead>
<tr>
<th>Payback Period</th>
<th>175 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTEs Redeployed</td>
<td>6</td>
</tr>
<tr>
<td>Cost of not automating this project</td>
<td>$5,296 per month</td>
</tr>
</tbody>
</table>

*Figures shown are representative of one customer’s particular application. Actual numbers, savings, and payback time for your specific location and application may be more or less.

LOW TOTAL COST OF OWNERSHIP

Pricing shown for the Raymond Courier is all-inclusive, so there are none of the additional fees charged by other manufacturers for services such as:

- Application/installation engineering
- Product implementation
- Post-sale support
- Product training
- Product retraining/new routes
- Product demonstrations

*Figures shown are representative of one customer’s particular application. Actual numbers, savings, and payback time for your specific location and application may be more or less.
ENGINEERED TO TAKE A LOAD OFF YOUR MIND

Raymond Courier trucks work in tandem with each other, side by side with your operators, and hand in hand with your conveyors, forklifts, and other equipment.

From horizontal load transport to vertical pallet handling, simple cross-docking to more involved workflows, Raymond Courier offers the capabilities to seamlessly and reliably automate a variety of tasks in warehousing, distribution, and manufacturing operations.

IDEAL ENVIRONMENTS & APPLICATIONS

WAREHOUSING/DISTRIBUTION/3PL
- Inbound Receiving to Storage
- Picking to Outbound/Packaging
- Long Haul Transfers to Other Storage Locations

Types of Warehouses:
- Consolidation Warehouses / Cross-Dock Distribution Centers / Break-Bulk Warehouses / Mixing/Order-Assembly / Distribution Facilities

MANUFACTURING
- Kitting Transfers
- Parts-to-Line
- End-of-Line to Stock or Dock
- Finished Goods
- Inbound Putaway

IDEAL MARKETS
- Distribution
- Food + Beverage
- Aerospace
- Consumer
- Automotive

Simplified illustration of a combined warehouse & manufacturing facility.
CHOOSING THE PERFECT PLATFORM

Designed to operate on their own and handle a variety of functions, Raymond Courier trucks enhance reliability, consistency, and efficiency at all phases of your operation. From inbound to outbound, each model can automate specific applications to address the unique needs of your business.

SPECIFICATIONS (ALL MODELS)
Battery Voltage: 24 volts
Floor to top of Vision Guidance Unit: 90.2”

3010 COURIER 3010 AUTOMATED PALLET TRUCK
Horizontal transport; ideal for transporting pallets over long hauls, for put-aways, cross-docking and staging load applications
+ Automatic reverse motion, load engagement and drop-off, and universal tapered forks
+ Single and double fork lengths available
+ Capacity: 8,000 lbs.

3020 COURIER 3020 AUTOMATED TOW TRACTOR
Horizontal transport; ideal for transporting pallets over long hauls, for put-aways, cross-docking and staging load applications
+ Automatic reverse motion, load engagement and drop-off, and universal tapered forks
+ Single and double fork lengths available
+ Capacity: 10,000 lbs.

3030 COURIER 3030 AUTOMATED STACKER
Horizontal transport and vertical pallet handling capability; versatile option ideal for pick-up and drop-off, end-of-aisle, end-of-line and conveyor picking applications
+ Automatic reverse motion and load engagement
+ Dual object detection sensors, and ITA fork design
+ Capacity: 3,500 lbs.
+ 72” Elevated height

WAREHOUSING INBOUND
Staging to Putaway (rack storage up to 72”)
Crossdock staging to staging

WAREHOUSING OUTBOUND
Order Picking (rack storage)
Order Picking (floor storage)
Crossdock (staging to staging)

MANUFACTURING INBOUND
Staging to Pick & Drop Location
Kitted Parts-to-Line
Bulk Parts-to-Line
Small Parts-to-Line
Sub-Assembly to Assembly Line
Empty Container Management

MANUFACTURING OUTBOUND
Finished Goods to Warehouse
Finished Goods to Outbound

Trash/Dunnage Transport
Teeth/Drive Unit
Dual Object Detection Sensors
ITA Fork Design
Automatic Hitch Capability with Dual Slots for Hitch Height Adjustment
Low Clearance Arch Model available for restricted-height areas down to 66”
Capacity: 10,000 lbs.
While automating may be intimidating, Raymond can simplify your adoption and implementation with an array of professional teams and tailored technologies, including:

+ Experienced consulting services, application engineers, and automation systems experts
+ Integrated system solutions including automated guided vehicles, storage and retrieval systems, and semi-automated operator navigation systems
+ The industry’s most comprehensive telematics offering data and insights to measure where you stand

GET MORE OUT OF YOUR WORKSPACE, WORKFLOW, AND WORKFORCE

Is your labor force not meeting escalating demands primarily due to limited capacity?

Or, is your labor force’s capacity being diminished by performing non-value added or redundant tasks?

Is the velocity of your warehouse being impacted by using the incorrect type of powered industrial equipment to move product?

Are your fleet maintenance costs inflated by prematurely servicing under-utilized “spare” “just-in-case” vehicles?

Are your current work and traffic flows very dynamic or even random which can cause congestion or inefficient routes?

The era of automation is here, ready to keep your business productive and competitive. But organizations need to rethink before they retool. Automation takes preparation.

Prior to the introduction of any sort of automated system, your warehouse and processes should first be analyzed and optimized by evaluating different aspects of your operation, including:

<table>
<thead>
<tr>
<th>LABOR UTILIZATION AND OPERATOR PRODUCTIVITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are your labor force not meeting escalating demands primarily due to limited capacity?</td>
</tr>
<tr>
<td>Or, is your labor force’s capacity being diminished by performing non-value added or redundant tasks?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SIZE AND TYPE OF YOUR LIFT TRUCK FLEET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the velocity of your warehouse being impacted by using the incorrect type of powered industrial equipment to move product?</td>
</tr>
<tr>
<td>Are your fleet maintenance costs inflated by prematurely servicing under-utilized “spare” “just-in-case” vehicles?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TRAFFIC PATTERNS AND BOTTLENECKS IN YOUR WORKFLOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are your current work and traffic flows very dynamic or even random which can cause congestion or inefficient routes?</td>
</tr>
</tbody>
</table>
The industry’s most comprehensive and scalable telematics platform, iWAREHOUSE Evolution™ gives you deeper insights into your operation by working with all the trucks in your fleet—Raymond or non, automated or manual—to help you identify operator inefficiencies, determine opportunities, and optimize fleet and labor productivity.

Adding this option to the capabilities of Supervisor Software gives you a more complete and holistic view of your overall business.

Regularly updated and trusted by operations worldwide, iWAREHOUSE offers the data, analysis, and reporting functions you need to make the most of the Raymond Courier, future automation investments, and a shrinking labor force.

Any automated system is only as good as the software behind it. And Raymond Courier offers three platforms designed to do everything from controlling your trucks to helping you manage your operation and make more informed decisions:

VISION GUIDED TECHNOLOGY—FOR RELIABLE, PREDICTABLE NAVIGATION
Raymond Courier trucks can operate on their own in virtually any warehouse environment thanks to a powerful, flexible, reliable vision guided system. Engineered by Seegrid, a pioneer and market leader in 3D vision navigation, and based on evidence grid technology, the system uses a series of truck-mounted cameras and sensors to provide a 360° view of your environment. Rich, contextual information allows the trucks to work autonomously by recognizing locations, identifying obstructions, and controlling behaviors.

SUPERVISOR SOFTWARE—FOR WEB-BASED CONTROL OF YOUR TRUCKS
Supervisor Software lets you monitor your Raymond Courier trucks from any web-enabled computer or mobile device—anywhere, anytime—with real-time status updates.

VISION VS. LASER

FLEET STATUS Provides real-time updates on truck locations and status for easy tracking and monitoring.

INTERSECTION MANAGER Controls traffic by granting or withholding access requests from individual trucks for optimum flow throughout your operation.

SWITCHBOARD Allows easy programming with PLC integration, customizable commands, rules, and notifications to tailor the system to your needs.

SUBWAY PLATFORM Displays an estimated time of arrival at pick-up and drop-off points for more timely and efficient operator/truck interactions.

1.7 MILLION+
More than 1.7 million miles logged to date worldwide by Seegrid Vision Guided Technology without incident.
For those customers who have lift truck technicians on-site, Raymond offers Customer Technician Courses. Training is available at Raymond headquarters, at your facility or at your local Raymond authorized Sales and Service Center.

iTRACK®

The iTRACK Asset and Cost Management System helps to reduce your overall cost of ownership. It provides accurate, actionable maintenance data and reports—from individual assets, to a fleet at a single location, or across your entire enterprise. iTRACK is your anytime, anywhere web-based asset management system.

iWAREHOUSE®

iWAREHOUSE delivers the industry’s most comprehensive and scalable fleet telematics solution. From battery monitoring and impact management to vehicle and operator utilization, electronic checklists, labor management and professional services—iWAREHOUSE gives you all the tools and insights you need to run more efficiently, reliably and profitably.

Financing

For an outstanding and flexible Raymond equipment solution, your Raymond Sales and Service Center and Raymond Leasing Corporation deliver what your business needs—the equipment you need to grow, at fixed costs. Raymond offers low ownership interest rates and a variety of affordable and flexible lease options.

Warranty Coverage

Certified, Pre-owned Lift Trucks and Rentals

Industry Leading Warranties

Flexible Financing Solutions

From initial consultation to custom-designed solutions to long-term product and operational support—and with a network of more than 100 Sales and Service Centers—Raymond provides unmatched, world-class support tailored to meet your needs, help you drive down costs and run your business better and smarter.

FROM FLEET TO FINANCE, WE’VE GOT YOU COVERED

Trucks and Training

Fleet Maintenance and Parts

Warehouse Optimization System

Maintenance

Expert Technicians

Parts

Pre-owned Lift Trucks

Rentals

Training

Warranty Coverage

Maintenance

Expert Technicians

Parts

Pre-owned Lift Trucks

Rentals

Training

Warranty Coverage

Maintenance

Expert Technicians

Parts

Pre-owned Lift Trucks

Rentals

Training

Warranty Coverage

Maintenance

Expert Technicians

Parts

Pre-owned Lift Trucks

Rentals

Training
RUN BETTER.
MANAGE SMARTER.

At Raymond, our aim is to deliver the utmost quality and to work for continuous improvement every day, in every aspect of our business. We are proud of what we build. We are proud of the level of service we provide to keep our customers’ business up and running. We take pride in our commitment to our customers through our end-to-end approach in helping them find smarter, more efficient, and more effective solutions.

We value the trust that Raymond has earned through decades of proven performance and hands-on innovation. Since the patenting of the first hand-pallet truck to the invention of the reach truck to our pioneering work in narrow aisle operations and beyond, Raymond has led the way in providing customers with the tools and expertise to improve their business.

IF YOU’RE LOOKING FOR A PARTNER WITH THE TOOLS AND EXPERIENCE TO HELP YOU RUN BETTER AND MANAGE SMARTER, LET’S TALK.